



## Online Account How-To

Follow this link to get to the Feeding America West Michigan agency website  
[www.FeedWM.org/agencypartner](http://www.FeedWM.org/agencypartner)

There is a quick link on the top of the page that reads **Online Account**. You can also find the login page by scrolling down and clicking the box in the top right that reads **Online Account (PWW)**.

The login information is as follows:

**Agency Ref:** Your agency number (ex: 09301)

**Username:** Same as your agency number

**Password:** Reach out to your agency representative if you don't know your password or wish to change it

After entering the password, you should now see the **Home Screen**. Important information from Feeding America will be located here. Please take the time to read this information.

From the home screen you may access past orders under the **Orders** tab. Double click the order you wish to view.

Choose the **Grants** tab to view any grant money pertaining to your account.

Choose the **My Docs** tab to view invoices and monthly statements.

Choose the **Statistics** tab to log monthly statistics (required for agencies that take USDA product).



## Placing an Online Order

1. Click on the green **Order Entry** button to the right side of your screen
2. Select your **Shipping Option**
  - a. If you participate in a Depot or Delivery, you may select it in the Location section
  - b. For Comstock Park warehouse pickup, select Pickup in the Method section and then select a door and time for pickup
  - c. If no door is available, you must select a different time slot
  - d. Click **Continue**
3. From here, you will be able to view the online shopping list
  - a. Items listed as USDA or Donated are .16 cents per pound or .18 cents per pound for frozen and repacked product
  - b. Items listed as Purchased (or have a reference number that begins with 7) are .16 cents per pound plus the purchased price
  - c. You can click the item reference number all the way to the left to get additional product information
  - d. Enter how many cases of product you want in the **Qty** section all the way to the right
4. After entering all of the products you'd like to order, click the **View Cart** tab at the top or bottom of the order
5. The next screen is for reviewing the order.
  - a. Enter your name, phone number, email address and order comments
  - b. Click **Checkout**
    - i. **You must complete this final step to fully submit your order**